



## Product Update: Out-of-Specification Automatic Transmission Case (Supersedes 04-012, dated July 30, 2004)

### BACKGROUND

American Honda is announcing a product update campaign to replace the automatic transmission in certain TSX vehicles. On affected vehicles, the transmission case is out of specification. This could eventually cause the transmission to fail.

### VEHICLES AFFECTED

Not all vehicles within the affected VIN range have an out-of-specification transmission case. Before beginning work on a vehicle, verify its eligibility by checking at least one of these items:

- The customer has a notification letter.
- The vehicle is shown on your campaign responsibility report.
- The vehicle is shown as eligible on a VIN status inquiry.

In addition to those verification items, check for a punch mark above the first character of the engine compartment VIN. A punch mark in that location means the transmission has already been inspected/replaced.

Some vehicles affected by this campaign may be in your new car inventory. **These vehicles cannot be sold or leased until they are repaired.** To see if a vehicle is affected by this update, do a VIN status inquiry.

### CUSTOMER NOTIFICATION

All owners of affected vehicles were sent a notification of this product update. An example of the client notification is at the end of this service bulletin.

Owners will also be sent a reminder postcard, letting them know that *Acura's free offer to inspect and, if needed, replace the transmission expires on December 31, 2004.* After that, the normal warranty applies.

### CORRECTIVE ACTION

Inspect the transmission case casting number, and install a new transmission if needed.

### PARTS INFORMATION

Automatic Transmission Assembly:  
P/N 06210-RCT-A00

A/T Installation Kit: P/N 06212-RCT-999  
(Includes torque converter O-ring, and several other replacement parts needed for A/T installation.)

### REQUIRED MATERIALS

Honda Genuine Transmission Fluid ATF-Z1:  
P/N 08200-9001

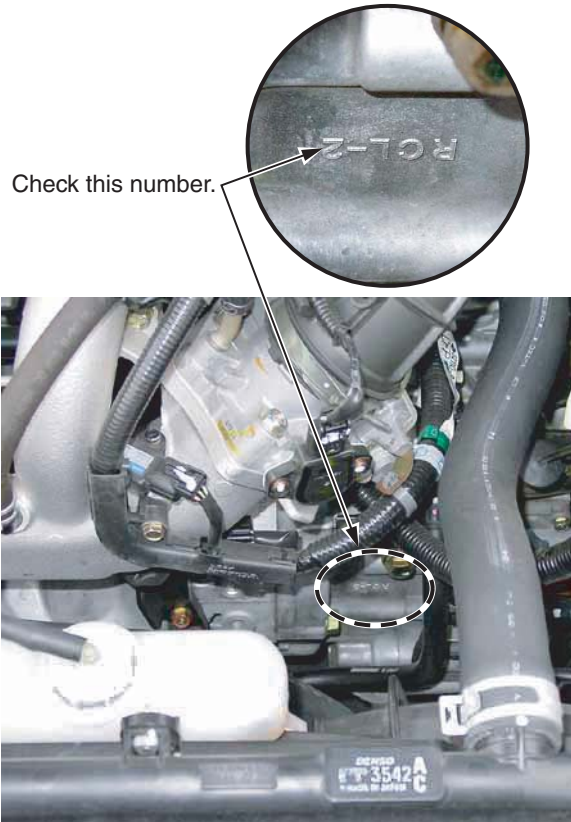
### WARRANTY CLAIM INFORMATION

OP#	Description	FRT	Template ID
218508	Inspect the transmission, and center-punch VIN	0.2	04-012A
222104	Inspect the transmission, install new transmission, and center-punch VIN	4.4	04-012B
A	Check the wheel alignment	0.6	

Failed Part: P/N 21210-RCL-010  
Defect Code: 5DH  
Symptom Code: P28  
Skill Level: Repair Technician

## INSPECTION PROCEDURE

1. Check the casting number on the transmission case. You can see the number through the open area between the radiator and the transmission. From the front of the vehicle, the number appears upside-down.
  - If the number is "RCL-1," go to step 2.
  - If the number is "RCL-2," go to step 2 of **UPDATE PROCEDURE**.



2. Go to the **Warranty Automatic Transmission Order** page on the **IN**.
  - From the **IN** main menu, click on **SERVICE**.
  - Click on **Warranty A/T Order**.
  - Enter the vehicle model and year, then click on the **Search** button.
  - Next to the **Search** button, click on **Warranty Automatic Transmission Order**.
3. Fill out the dealer, vehicle, and customer information fields. In the **Customer's Complaint** box, key in "SERVICE BULLETIN 04-012."

- Select **No** for all questions in all categories.

Warranty Automatic Transmission Order

\* = Required

**Dealer Information**

Dealer Number: WAN001  
 DPTS/Name\*:   
 Telephone No.: ( ) - Ext.   
 Goodwill - VSC Authorization:   
 Repair Order Date\*: / /   
 Approved By Parts Manager\*: Yes No

**Vehicle Information**

VIN\*:   
 Mileage\*:   
 Is the vehicle drivable?\*: Yes No  
 Model:   
 Model Year:   
 Transmission No.:   
 Repair Order No.:

**Customer Information**

Customer Name\*:   
 Customer Contact No.: ( ) -   
 Customer's Complaint\*: SERVICE BULLETIN 04-012

**Image Upload**

Is this transmission order related to Service Bulletin 04-021 or 04-037?\*: Yes No  
 Image Upload Images Uploaded 0 View Image

**Problem Description**

Shifting/Engagement Problems	Noise/Vibration Problems
Does the transmission have a shifting or engagement problem?*: Yes No	Does the transmission have a noise or vibration problem?*: Yes No
Upshift-downshift problem?*: Yes No	Grinding noise?*: Yes No
Shudder or judder at shifts?*: Yes No	Whine noise?*: Yes No
Slips in forward gear?*: Yes No	Converter lock-up noise?*: Yes No
Slips in reverse gear?*: Yes No	Vibration while driving?*: Yes No
Clunk when engaging reverse?*: Yes No	Vibration at idle?*: Yes No
Does engine stall in D1 (low gear)?*: Yes No	Other noise?*

**ATF Leak Problems**

Does the transmission have a ATF leak?\*: Yes No  
 Did leak recur after cleaning?\*: Yes No  
 Is leak at a seal?\*: Yes No  
 Is leak at a gasket?\*: Yes No  
 Is leak at an O-Ring?\*: Yes No  
 Is leak through case?\*: Yes No  
 Leak rate?\*: Wet Drip Stream

**Comments**

**Diagnosis**

Is the malfunction indicator light (MIL) on?\*: Yes No  
 Does the D or D5 light flash?\*: Yes No  
 Is a transmission DTC stored? (record freeze data)\*: Yes No  
 If yes, what is the OBDII DTC?   
 After clearing the DTC, does the same DTC recur?\*: Yes No  
 Transmission temperature when the problem occurs?\*: Cold Normal Hot  
 Has the transmission had any previous repairs (solenoids, ECM/PCM, etc.)?\*: Yes No  
 If yes, repair description?   
 Does problem occur while?\*: Driving Parked  
 Does the problem occur while?\*: Accel. Decel. Cruise  
 Does the problem occur during shifts from?\*: 1 To 2 2 To 3 3 To 4 4 To 5 D To R P To R  
 Shift lever position when problem occurs?\*: P R N D D5 D4 D3 2 L  
 Vehicle speed when the problem occurs?\*: MPH  
 Engine RPM when the problem occurs?\*: RPM  
 Throttle position when the problem occurs?\*: Idle 1/4 1/2 3/4 Full  
 Strain the ATF through a paint strainer, is the ATF contaminated?\*: Yes No  
 Describe the ATF color\*: Normal Dark Very Dark  
 Does the trailer hitch receiver (inside) look like the vehicle is used for towing?\*: Yes No  
 Does the vehicle have an optional ATF cooler?\*: Yes No

Submit Save

- Select **Normal** for ATF color.
- Click on the **Submit** button to submit the order.
- Once you receive the replacement transmission and an installation kit, go to **UPDATE PROCEDURE**.

## UPDATE PROCEDURE

1. Install the replacement transmission and torque converter:
  - Refer to pages 14-208 thru 14-228 of the 2004 TSX Service Manual.
  - In ISIS, enter keyword "trans removal," and select **Automatic Transmission Removal (A/T)**. Also, enter keyword "trans install," and select **Automatic Transmission Installation (A/T)**.

### NOTE:

- When refilling the transmission, use Honda Genuine Transmission Fluid ATF-Z1.
  - Follow all instructions in the service manual, including the engine idle learn procedure and the road test.
  - After the road test, recheck the ATF level, and add fluid if needed.
2. Center-punch a completion mark above the first character of the engine compartment VIN.

Center-punch here.

JH4CLXXXXXXXXXXXXX

## Example of Customer Letter

May 2004

### Product Update: Out-of-Specification Automatic Transmission Case

Dear TSX Owner:

This notice has been sent to inform you of a potential problem with your vehicle and what you should do to resolve it.

#### What is the problem?

The case of the automatic transmission in your vehicle may be out of specification. If the transmission is not replaced, it may eventually fail.

#### What should you do?

Call any authorized Acura dealer, and make an appointment to have your vehicle inspected. Depending on the results of the inspection, the dealer may install a new automatic transmission. This work will be done *free of charge*. Please plan to leave your vehicle at the dealer all day to allow them flexibility in scheduling.

#### What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2004 TSX involved in this product update. If this is not the case, or the name/address information is incorrect, please fill out and return the included, postage-paid *Information Change Card*. This will help update our records.

#### If you have questions.

If you have questions about this notice, or need assistance with contacting an Acura dealer, please call Acura Client Services at (800) 382-2238, and use menu option #2.

We apologize for any inconvenience this product update may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Acura Automobile Division**